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| **Adrian****Adrian.268144@2freemail.com****Information Technology Technician** |  |
| A professional 25-year-old, vibrant, enthusiastic and high achieving young man who believes in integrity and time investment with more than 2 years of work experience and expertise in Information Technology Support, Help Desk administration, sales associate and assistance on managerial level tasks. Demonstrated strong competence to perform well under work pressure, meet task deadlines with strong skills in prioritizing job responsibilities and maintaining strict confidential company records in the past. Self-motivated and quick learner, always willing to take additional work responsibilities and challenges.  |
| **Strengths** |
| C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Troubleshooting windows based infrastructure (Win Xp, Win Vista, Win 7, Win 8 and Win10) | C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Vast experience in Helpdesk administration (monitoring user request attending to user needs, recording, opening user requests and closing calls etc.) |
| C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Maintain data storage on the main servers and monitor email space on end user computers. | C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Documentation writing  |
| C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | PC maintenance (Hardware repairs and installations) i.e. Desktops and laptops  | **C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png** | IT Support (network, CCTV, Belina Payroll system, End user support, printer support etc.) |
| C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Network repairs, maintenance and Monitoring | C:\Documents and Settings\Juniorwriter\Local Settings\Temporary Internet Files\Content.IE5\2NFLK6WE\MCj04326650000[1].png | Goal focused and motivated personality |
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| **Achievements** |  |
| * Demonstrated flexibility in working well under pressure, maintaining IT Infrastructure of an organisation within the company’s policy restrictions.
* Achieved outstanding, professional higher level networking skills within and outside designated department.
* Acquired excellent background on how to handle IT users’ requests and decision making when it comes to repairs, installations and allocation of IT Resources.
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| **Experience Snapshot** |  |

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| Employer | iTech Retail Outlets |
| Position | Sales Associate |
| Year | Part time 2014-2015 |

**DUTIES AND RESPONSIBILITIES**

* Greeting customers who enter the shop.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands (HP, Dell, Lenovo)
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the lookout for shoplifters.
* Recommending new technological products that customers look for and are not available to the supervisor.

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| Employer | SABOT- Cargo Carriers International Hauliers (CCIH) |
| Position |  IT Technician |
| Year | 2013 – 2014 |

* IT Support – Network support, CCTV Support, End User PC support, printer support, Belina payroll system support etc.
* IT Infrastructure repairs and maintenance – physical server maintenance and repairs, computer hardware/software CCTV, printers, scanners, photocopiers etc.
* Control and monitor e-mail use, Web navigation, and installed software
* IT Policy and SOPs (ISO 9001:2008 Trained)
* Firewall/Gateway Support (PEPLINK, UNTANGLE
* Video Conferencing Unit setup, support and maintenance (Setting up calls etc.)
* Maintain data storage on the main servers and monitor email space on end user computers.
* Help desk Support (SysAid) – opening user requests and assigning the tasks to technicians on duty, monitoring end users’ activities, closing attended requests on time and measuring IT personnel efficiency in responding to user requests and finding solutions to their requests.

**DUTIES AND RESPONSIBILITIES**

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| Employer | Chisipite Senior School |
| Position | Computer Assistant  |
| Year | Part time (2011 - 2013) |

**DUTIES AND RESPONSIBILITIES**

IT support, Computer maintenance, ESET server anti-virus maintenance and update, printer maintenance and minor service, assist computer teachers when needed, assist teachers in generating student reports.

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| **Education** |  |
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| **Ordinary Level** Marondera High School, Zimbabwe  | **2004-2007** |
| **Advanced Level** Trust Academy High School, Zimbabwe**Bachelor’s Degree** Midlands State University, Information Systems Honours Degree | **2008-2009****2010-1014** |

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| **Personal Details** |  |
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| Nationality | : | Zimbabwean |
| Date of Birth | :  | 4th January 1991 |
| Marital Status | :  | Single |
| Languages | : | English & Shona |